



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
 United States Patent and Trademark Office
 Address: COMMISSIONER FOR PATENTS
 P.O. Box 1450
 Alexandria, Virginia 22313-1450
 www.uspto.gov

GERALD GAUTHIER
PATENT EXAMINER



Bib Data Sheet

CONFIRMATION NO. 5305

SERIAL NUMBER 10/606,683	FILING DATE 06/26/2003 RULE	CLASS 379	GROUP ART UNIT 2645	ATTORNEY DOCKET NO. AUS920020326US1
-----------------------------	---------------------------------------	--------------	------------------------	---

APPLICANTS

Nathan Raymond Hughes, Round Rock, TX;

Nishant Srinath Rao, Austin, TX;
 Michelle Ann Uretsky, Austin, TX;

** CONTINUING DATA *****

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 09/17/2003

Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no	STATE OR COUNTRY TX	SHEETS DRAWING 1	TOTAL CLAIMS 15	INDEPENDENT CLAIMS 3
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged	Examiner's Signature	Initials		

ADDRESS

Andrea Pair Bryant
 5202 Vista West Cove
 Austin , TX
 78731-1163

TITLE

Method for personalizing computerized customer service

FILING FEE RECEIVED 750	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____
-----------------------------------	---	---